CAPPS FIN Service Requests (SRs) Report
Date of Report: 08/01/2019

Active SRs by Status and Module
(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name		Status	Count of Module
Accounts Payable			146
Accounts Receivable			8
Asset Management			42
Billing			1
Cash Receipts			28
Configuration			3
Customer Contracts			2
ePro			45
General Ledger			81
Interfaces		Acceptance Testing	1
		Approved	1
		Assessment	5
		Assigned	11
		Awaiting Customer	6
		In Development	1
		In Work	11
Interfaces			36
Inventory			12
Not Applicable			67
PeopleTools			5
Project Costing			1
Purchase Orders		Assessment	5
		Assigned	24
		Awaiting Customer	31
		In Work	48
		Pending Prod Approval	10
		System Test	1
Purchase Orders			119
Reports			70
Security			86
Strategic Sourcing			3
Supplier Contracts			1
Training			2
Workflow			25
Grand Total			783

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Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing	17
Approved	1
Assessment	31
Assigned	251
Awaiting Customer	135
In Development	12
In Work	230
Pending Prod Approval	85
Rework	7
System Test	14
Grand Total	**783**

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module
High	Accounts Payable	54
	Accounts Receivable	3
	Asset Management	6
	Billing	1
	Cash Receipts	7
	ePro	19
	General Ledger	46
	Interfaces	15
	Inventory	3
	Not Applicable	38
	PeopleTools	1
	Purchase Orders	38
	Reports	26
	Security	23
	Strategic Sourcing	1
	Workflow	7
High		**288**
Medium		**364**
Low		**131**
Grand Total		**783**

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Active SRs, Priority = High
(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing	7
Assessment	11
Assigned	101
Awaiting Customer	38
In Development	3
In Work	83
Pending Prod Approval	39
Rework	1
System Test	5
Grand Total	**288**

All SRs by Status
(Includes Closed, Completed after 08/01/19)

Status	Count of Status
Acceptance Testing	17
Approved	1
Assessment	31
Assigned	251
Awaiting Customer	135
Closed	27
Completed	390
Governance	1
Hold	15
In Development	12
In Work	230
Pending Prod Approval	85
Rework	7
System Test	14
Grand Total	**1216**

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CAPPS HR/Payroll Trend Report – Service Requests

August 2018 – August 2019

Status	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	Annual Totals
Opened	359	360	331	335	269	304	300	410	436	388	278	307	421	**4498**
Closed	356	327	329	322	283	315	309	398	417	405	206	199	417	**4283**

Monthly trend for SR's opened and closed